



ISLAND TUG NEWS

July 30, 2003

A Busy Summer for ITB!

Message from the President

As we approach the mid point of the summer, we are also about half way through the busiest season we have seen in many years. Our customers continue to support us with as much work as we can handle which is in large part a reflection of the hard work and professionalism of the ITB staff and crews.

Island Trader Nears Completion

Most of you are keeping track of the progress of the Island Trader on Island Tug's web site and have visited the Island Monarch at the Berry Point facility. The Island Trader is on schedule for a September 30th delivery by Jinling Shipyard meaning an early October departure from Shanghai. The Island Monarch is about to commence sea trials after undergoing an extensive refit to the Intercon pushing system and other items for matching to the Island Trader and all-oceans service. The delivery crew has now been selected, and I expect the Monarch will depart for China sometime in the first week of September. It's anticipated that we will receive a cargo somewhere in Asia for delivery to North America. In another Island Tug first, the Island Trader's first cargo will be pushed across the Pacific by the Monarch using her new Intercon C series couplers.

New Staff in ITB Management

I am very pleased to welcome John Staynor and Gord Yahn to Island Tug. John will be assuming the responsibilities of Safety and Training Manager which includes the position of ISM/ISO coordinator. John brings with him experience in marine related industries including emergency and safety system training and planning. Gord joins us in a new position as Assistant Operations and Dispatcher and has experience in tug and barge operations including liquid and chemical cargos. Both John and Gord started on July 1st and have eagerly assumed their new roles at ITB.

I have had the rare opportunity to spend some time at sea with some of you and, despite how busy we all are, have managed to catch the odd visit with many others. I thoroughly enjoy these opportunities and it is always a pleasure to see the ITB crews doing what they do best.

Bob Shields

Welcome and Commendations

Message from the Vice-President

The company is growing again and it is a pleasure to welcome on board several new employees.

They are:

- ❖ Al Smart: Assistant Fleet Engineer;
- ❖ Mike Blomly: Bargeman;
- ❖ John Fullerton: Cook/Deckhand;
- ❖ Marinus Goossen: Bargeman;
- ❖ John Staynor: ISM-ISO Coordinator;
- ❖ Gord Yahn: Dispatch.
- ❖ Alex Palmer: Chief Engineer.

Please welcome these new personnel when you have an opportunity. It's a credit to all of you that ITB continues to be able to attract such top-notch people.

On another note, thank you to the crews that have put the extra effort forward, keeping ITB vessels up to the standard Island Tug has become known for industry wide.

Please welcome these new personnel..... It's a credit to all of you that ITB continues to be able to attract such top-notch people.

Further commendations are in order for all crews that participated directly in external audits this year. The company has undergone extensive audits by two major customers as well as the usual Lloyds audit, and once again, ITB has been resoundingly successful. Everyone's commitment to keeping on top of the ISM-ISO system is really paying off.

Finally, with the new barge coming in the Fall, new job opportunities will become available, and not just on the new barge. If you wish to be trained on a different boat or barge, please let Monica know.

Jack Davies

A Decade of Achievement!

Message from the General Manager

It is a privilege to contribute to this newsletter. Given the day to day trials and tribulations, it is sometimes easy to lose sight of where we were and how far we have come. This newsletter gives me an opportunity to reflect on our remarkable achievements. The following is only a partial list of what we've been able to accomplish in the last ten years, and it doesn't even include the regular day today work:

- Built the shop barge
- Completely stripped down and rebuilt 3 tugs
- Commissioned and/or have received delivery on 4 new barges – 3 double hull. First double hull barge in Canada.
- Amalgamated 5 companies into 1.
- Moved our offices to Rogers Street
- Moved out of False Creek to Berry Pt
- Moved Shop from Berry Pt to North Van and back.
- Bid on, won and expanded our business into Southeast Alaska
- Developed and maintained an ISM/ISO Safety and Quality standard for the company
- Achieved Washington State BAP (Best Achievable Practices), moving toward ECOPRO
- Sailed the Tugger to Vancouver from Halifax
- Sent the Island Tugger to China for the Provider
- Made over 3500 voyages towing our own equipment.
- Made over 200 voyages towing customers barges
- Over 60% of all ITB harbour shifts by our own tugs
- Seagoing crew have gone to school and earned 16 Mate/Master tickets. (Not including SOTO, CP, and regulated ticket upgrades)
- We are 85% complete on a new software system for data and invoicing
- At least 12 couples got married
- At least 14 children were born

Whew!!! And we're not finished yet.

The arrival of the Island Trader in the fall will focus our energies on the import export side of the business. We are actively pursuing a cargo out of Southeast Asia for the return trip. We are optimistic that the contacts made for this business will result in more work for the other barges.

John Staynor and Gord Yahn have recently joined the company. We are renovating the office at 55 Rogers Street to accommodate them. You'll find descriptions of their responsibilities elsewhere in this newsletter.

Thank you and your families for your contributions to this success. It would not have been possible without your commitment and support.

I look forward to working with each of you for a safe and prosperous future.

Steve Pollock

Dispatch

Message from Operations Manager

Thank you to all crew! We've had a very busy Summer & could not have reached the level of utilization that we have without your hard work & cooperation. Special thanks to those crew who stepped in at the last minute to cover for their co-workers who were ill or unable to come to work.

Special thanks to those crew who stepped in at the last minute to cover for their co-workers...

Two of our major bulk customers have expressed their appreciation and compliments on the professionalism of our employees. The Provider's primary customer is especially pleased with the utilization on the Provider. We did over 30 deliveries in May & June and are on track to do the same in July. Double last year's utilization.

Gord Yahn is a very welcome addition to the Operations group. Gord will eventually be responsible for the dispatch of the Provider, ITB5 & Pioneer. He will also take over Steve's on call responsibilities in the Fall. Best wishes all!

Beth

Personnel

Message from the Personnel Manager

Greetings! Cheers to a great first half of 2003. Over the last six months a number of developments have taken place:

- working under a new collective agreement;
- a handful of the fleet vessels have undergone major changes – as a result many of you have had an opportunity to work on different tugs;
- a majority of WHMIS & TDG training has been completed;
- hiring of new bargemen, engineers, maintenance facility labourers, and management team personnel.

Once again, I would like to thank all of you for your patience and understanding as we work with the constant changes that come our way. In particular, I'd like to extend my appreciation to those of you who have been so flexible this summer with vacation relief for your fellow crew.

Thanks!

Monica

New Management Team

Message from Gord Yahn, Dispatch

"That doesn't sound like Beth"

Please let me introduce myself... my name is Gord Yahn, and I will be sharing in Beth's many roles. My initial responsibilities will be overseeing the Provider, the ITB5 Pool run, and the Pioneer North Coast run. I have already had the pleasure of meeting some of you through Island Tug's relationship with Rivtow where I served as Operations Manager - Chemical Barging, and prior to that, worked in their dispatch department. Some other stops along the way included Burrard Towing and on summer break, working for Don McKenzie where I literally got my feet wet.

I was drawn to Island Tug after witnessing the professional standard in which the vessels were operated and maintained during the several voyages to Vancouver Washington that the Tugger performed for Rivtow. The attitude of the crew, and their work ethic showed to me that there was definitely a "Team" relationship amongst everyone whose paths I'd crossed.

I was drawn to Island Tug after witnessing the professional standard in which the vessels were operated and maintained ...

Please feel free to drop into my office whenever you're at Roger's Street, I would like to be able to attach faces to names, and hear your input on everything from tugs and barges, to hockey, airplanes and mountain bikes. I can also be reached via email at gord@islandtug.com.

I would like to know if there are any hockey players in the company – at Rivtow, we managed to organize several games, which included tug crews, office staff, maintenance people, and even some customers! This can wait until the weather cools off, until then it's cycling season.
GordYahn

New Management Team

Message from John Staynor, ISM-ISO

I would like to take this opportunity to say hi to all of you who I have worked with in the past, and everyone I have yet to meet. I have been hired to take on the role of ISM/ISO Coordinator.

I started in the industry in 1980 working for Lyttle Brothers towing logs. In 1985 we were bought and moved to North Arm Transportation. I earned my Wkm/CE in 1990 and in 1991 moved over to Burrard Clean and oil spill response. In 1996 I left Burrard Clean to consult. Over the past 7 years I have worked with in a variety of industries providing crisis and response management services (like training and exercising). My consulting practice has allowed me to keep close to my marine past by working for many marine/offshore interests and agencies both here in Canada and internationally.

I am very excited to be back in the towing industry and working for Island Tug & Barge. ITB has always been on the leading edge of certification, safety systems and compliance. It is great to be a part of that.

I will be working off and on with Mark until the end of the year. At that time I will take over the role from him.

The next few years will see a number of changes and improvements to the way we operate. With the completion of a company intra-net I anticipate a streamlining of the ISM process and paperwork. I also see an expanded training program that might ease often difficult training requirements by providing more options and opportunities to personnel.

I believe that systems only work when those who use them are included in their development and maintenance. Thus, I am very receptive to everyone's concerns and ideas as we develop and refine our ISM (and other) processes. If you get a chance please drop by, or give me a call at the office. I look forward to meeting everyone.

John Staynor

Company Objectives

In order to comply with changes to the ISO 9002-2000 standard, ITB will be utilizing "objectives" in its planning processes. Objectives will set priorities and resource allocation for the company. For a more detailed discussion of this change, see the minutes of the Quarterly Safety Meeting of June 19th, 2003. What is important to note here is both the expectation that company objectives will be published company wide and that objectives may be suggested from any quarter within the company. Management personnel will be soliciting input on possible objectives from you or your department in the future. At present, the company has identified and is working toward these objectives:

- Attaining the ECOPRO standard (Audit, July 31, 2003);
- Implementing the AWO security standard (August 31, 2004).
- Build and deliver a 65K barge (October 30, 2003)
- Attaining the ISO 9002-2000 certification for ITB's Safety and Quality Management System (Nov 20, 2003)
- New Barge included in ISM / ISO System (Lloyds Audit, March 30, 2004)
- Shop to have a safety meeting each calendar month from June to Dec, 2003. (January, 2004)

For help understanding objectives, keep in mind the following acronym: Objectives are SMART: Specific; Measurable; Achievable; Relevant; Timelined. Any further questions call John, Steve, Bob, or mark. Happy Sailing!

Message from the ISM-ISO Desk

July 12, 2003

ITB Crew from Leo lost in China!

Well how are you guys doing? I'm here in Nanjing China with Jim Dool from Comar Electric overseeing the construction of our new vessel the "Island Trader" which is well underway. Things are going quite well if you like 34 degrees Celsius in the shade on some days and monsoon rain on the others.

One day last week the yard did not pick us up at the hotel on time, so we thought, being the dedicated guys that we are, we would take a cab although there was 12 to 14 inches of water at the entrance to the hotel driveway. With every other cab stalling in the middle of the puddle, (they don't slow for puddles or lakes), we hailed a cab and off we went. We headed for the shipyard. On the way the cab was floating at times with the water over the doorsills, causing Jim to have to lift his feet in the back seat. We drove the usual route to the shipyard and eventually we came to a railway underpass which had a freight truck stalled under it. The water was up to the top of the front wheels on the truck. So we went around the road portion of the underpass by driving on an elevated sidewalk underpass. We made it to the shipyard in pretty good time considering the weather. We arrived to find 8 inches of water at the entrance to the owner's rep and shipyard offices. We had the cab stop right up against the curb in front of the offices so we could get out without getting our feet wet. So we got out of the cab only to find that we were locked out of our offices. I then leaped through the flowerbeds to get to a phone to get the office opened up.

When the shipyard representative came, we informed the shipyard that we may have made a mistake by coming to the shipyard on this day and we should have stayed in the hotel and could they return us? They agreed to return us to the hotel, and arranged a van 45 min later. While we were waiting we decided to make a cup of coffee and check our emails. So as we drank our morning coffee and stared out the window at the dismal day, I noticed that the street drains had become small fountains and the street was now covered with about 4 inches of water and continuing to rise with no sign of the rain letting up. Well, 45 minutes did not come fast enough and the water level at the office entrance had now risen over the sidewalk and was about 3 inches deep. With a hop, skip and a jump we got into the shipyard's van and we headed back to the hotel. The driver tried about five different routes, but all were either blocked by water or cars. So we headed for the morning route. At the railway underpass the freight truck was now completely submerged. You could just see the roof under the murky water. The sidewalk underpass that we had used to get around the truck in the morning now had about 2 ft of water on it. This would not have been too much of a problem for our diesel powered van except our path was blocked by the converging mass of three wheeled rickshaw taxis, bicycles, miniature vans, cats, dogs, kids, mothers, fathers, grandmothers, grandfathers-- you get the picture—and now two foreigners on foot.

We abandoned the safety of our bus and we headed out into the downpour with the hope of heading for our hotel. Our van and driver was now locked in a gridlock of people, vehicles and animals. We scaled onto the higher ground of the railway overpass and mingled with the locals, all looking for a route off the fenced-in tracks. We must have looked in need of some direction because a local lady motioned for us to follow her. When we got back off the railway tracks and back on to the streets we thought, no problem we'll just hail a cab and off to the hotel we would go. But all we saw were cabs towing other cabs and drowned cabs. The ones we did talk to would see where we wanted to go and then would just speed off with out us. So off we went heading towards the hotel or at least so we hoped.

We walked for about four blocks all the time trying to flag cabs down but with no luck. Finally, a cab came close to where we were so Jim said let's just jump in and we'll discuss the destination later, thinking once we were in the cab we weren't getting back out. But this cabby was a good one and away we went. He looked at the two of us drowned rats and jammed a rock tape in the cassette player and off we raced to who knows where. We took several routes and not having much luck, I was starting to think we would be sleeping at the cabby's place that night. We saw some incredible sights on our little tour back to the hotel but we had made it and went back up to the safe and dry 24th floor of our hotel. The next morning we heard that we were in the worst rain in 90 years!

Well that's what you can expect for your average day just going to and from the shipyard. Other than that things are going along at quite a pace as the shipyard moves along trying to make up for lost time. I hope to get out of here for a break in the first week in August when Andy relieves me and I can come out for a couple of weeks. I'll then return mid August for machinery start up and system testing.

Well, I hope all is well with you and your families, and I hope to see some of you when I get home. And I'd like to say a big hi to the guys at the shop who I really miss and think aboutNot (except for Susan). Well, I'd better get to bed its about 8 o'clock on Friday night and that's about the time we get to bed here because we have to be well rested for the next day's duties. So see you all in the Fall for sure.

Take care, From Leo, lost in China!